

BARBER - Kinzer PPS GAL RE 0010120

Remington Arms Co., Inc.
Product Service
Legal Case #:5027

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
211489	1/24/2010	11/9/2010	12/13/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Maxie	Bruce	108 NE Timberidge Dr.	Waynesboro	MS	39367		C 601-433-4520 F 269-342-7893 E maxiehbruce@eaton.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern	Unknown	
S	Concern:1007	Fired on Safe Release		
C	FSR			

11/9/10: Cusotmer called in. He had FSR years ago. No damage - No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	845286		
Date Purchased	Where Purchased	Accessories	Original Owner			
			Y			

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Repair under BLM program						

Repair/Replacement Cost	Repair/Replacement Date
\$45.23	12/13/2010

11/9/10: Sending ARS, ltr, form. df 12/6/10: Pcr Fred S. - Customer is interested in trading for a new rifle. There is nothing wrong with the old gun. We can clean it & install a new TA at the BLM program cost. df 12/6/10: I left msg for customer to contact me. df 12/7/10: I spoke w/cust. He agreed to repair rifle under BLM program. Provided CC#. I will close case when I get parts list. df 12/13/10: Got list of parts for repair - file closed. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		supry
	Exam Date		11/29/2010
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4038	Could Not Duplicate Concern	Unable to duplicate customers concern. Would not fire unless the safety was off and the trigger pulled. Mechanism needs to be cleaned.
	Description		22 inch Model 700 3006 caliber
	Date Code		
	Bore Plugged	False	
	Bulged	False	

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Barrel	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Worn; Functioning	
Bolt	Firing Pin	Worn; Functioning	
	Shroud	Worn; Functioning	
	Face	Worn; Functioning	
	Handle	Worn; Functioning	
	Stop	Abused; Functioning	needs to be cleaned, sluggish movement
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	True	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Worn; Functioning	Many scratches and dings
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		Model 700 Bolt Lock
	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	not measured
	Notch	Slightly Worn; Functioning	also slight build up of residue
		Condition	Abused; Functioning
Pull	Trigger	---Select---	5.5 lbs
Altered		False	
Sub-Assembly		M/700 Bolt Lock	

firmREInquiry - repair inquiry

Repair Number: **RE00211489** Serial: 6845285 Model 700 Center Fire Cabber: 3006 Repairman:
 Verify Repair: Status: Parked 11/29/2010 2:04:24 PM

ADDRESS INFORMATION

Customer: Received from Return To: Received from

Name: **MAXIE BRUCE** Address 1: **108 NE TIMBERIDGE DR.** Address 2: **PO Box** City: **WAYNESBORO** State: **MS** Zip Code: **39367** Country: **US**

Current Status: **Parked** 11/29/2010 2:04:24 PM

Date	Code	User ID	Desc1	Desc2	Shipping Hold	Interface Hold	Estimate Sent	Parts Received	Passed Inspection	Return as Received	Has Been Approved	Internal Repas	Exclude TATC
11/23/2010 7:23	New	lopataf	Repair Added		<input type="checkbox"/>								
11/24/2010 12:...	EmailSent	AmEmail	Repair Received	MAXIEHBRU	<input type="checkbox"/>								
11/24/2010 12:...	EmailVerified	AmEmail	Receipt	MAXIEHBRU	<input type="checkbox"/>								
11/29/2010 2:...	Maint	supryfl	Repair Maintenance	Status: E stin	<input type="checkbox"/>								
11/29/2010 2:...	ParkedExt...	supryfl	Placed in PS Back Rack	Holding for d	<input type="checkbox"/>								

Repair Search Refresh Close



RECEIVED
 NOV 30 2010
 BY:.....

211489

COPY

November 9, 2010

Maxie Bruce
108 NE Timberidge Dr.
Waynesboro, MS 39367
Ph: 601-433-4520

Ref: # 5027

Dear Mr. Bruce,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

Please include a copy of this letter to put inside the shipping container. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

Customer is interested in trading in for a newer rifle - Tell him there is nothing wrong with the old gun - we can clean it and install a new TA at the bolt lock cost - if he wants to still get a replacement offer it at MSP.

FRBO 11/29/10

November 14, 2010

Dear Remington,

Per your instructions, I am returning my Remington Model 700 rifle, s/n 6845286. The reason for the return is that this rifle fired without pulling the trigger, thus creating a safety concern. As you know, the safety on this rifle must be turned off in order to unload the gun. While attempting to unload the gun, the safety was turned off like I have done for many years and the gun fired without touching the trigger. The trigger on this gun has never been adjusted or modified since it left the Remington factory many years ago. I am afraid to shoot it for fear that it will arbitrarily discharge again. My intention is to pass this rifle along to my Grandson, but I feel uneasy doing so after the rifle discharged on it's on. My request is to trade this gun on a newer model and purchase a new Remington bolt action. Again, this is not a request to get something for nothing, as I fully expect to pay for a new gun if that is an option.

Thanks for the help,

Mark Bruce

Print

Reset

Model Number: <u>700 30-06</u>		Serial Number: <u>6845286</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>MAXIE H. BRUCE</u>		Date of Purchase: <u>Approx. 1979</u>	
Address (no PO Boxes): <u>108 NE Timberidge Dr</u>			
City: <u>WAYNESBORO</u>		State: <u>MS</u>	Zip: <u>39369</u>
Phone (Daytime): <u>601-433-4520</u>		Fax: <u>269-342-7893</u>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <u>MAXIEHBRUCE@EATON.COM</u>			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>PLEASE SEE ENCLOSED LETTER.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>REMINGTON</u>		Type: <u>CORE-LOST</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>150 GRAIN</u>			
Handload Information: <u>N/A</u>			
Powder Used: <u></u>		Powder Weight: <u></u>	
Case/Hull Used: <u></u>		Primer Used: <u></u>	
Bullet Type/Shot Size: <u></u>		Reloader Used: <u></u>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: _____

How often do you clean the bore? (Months or Number of rounds) BEFORE & AFTER DEER SEASON

How often do you clean the action? (Months or Number of rounds) BEFORE & AFTER DEER SEASON

How often do you clean the trigger assembly? (Months or Number of rounds) BEFORE & AFTER DEER SEASON

Brand of lubricant used: REMINGTON REN OIL

How often do you lubricate the bore? (Months or Number of rounds) ABOVE OR IF IT RAINS

How often do you lubricate the action? (Months or Number of rounds) ABOVE OR IF IT RAINS

How often do you lubricate the trigger assembly? (Months or Number of rounds) ABOVE OR IF IT RAINS

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > YES NO

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? 1997 (HAVEN'T SHOT BUT A FEW ROUNDS SINCE)

What were the services performed? CLEAN GUN

Ship your INSURED firearm by either UPS or Parcel Post to:

Remington Arms Co., Inc.
Attn: Arms Service Division
14 Hoefler Avenue
Ilion, NY 13357

WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.

- :: Record the serial number of your firearm before sending it.
- :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
- :: Remove all accessories from your firearm to prevent loss or damage.
- :: Provide a return address on both the outside and inside the box. Shipments without a proper

return address will be refused.

:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

MAXIE BRUCE
16011 433-4520
108 NE TIMBERIDGE DR
MAYNESBORO MS 39367

SHIP TO:
ATTN: PRODUCT SERVICES
REMINGTON ARMS CO., INC.
14 HOEFLER AVE.
ILLION NY 13357

10 LBS
RS
1 OF 1

NY 135 0-01

UPS GROUND
TRACKING # 1Z 4XX 596 90 6724 9173

BILLING 3RD PARTY
DESC: FIREARMS
RETURN SERVICE

REF 1: MAXIE BRUCE/CD/DTF
REF 2: 5027/RIFLE

45 1.0 17
11-24-12 15:14N 10/2010
94 5V 10/2008



www.remington.com

Remington Arms Company, Inc.
 870 Remington Drive
 P. O. Box 700
 Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	11/9/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL	I WILL MAIL	XXXXXX	
DESCRIPTION:	Ref# 5027 Rifle		

LABEL INFORMATION

MAIL LABEL TO: Maxie Bruce 108 NE Timberidge Dr. Waynesboro, MS 39367 Ph: 601-433-4520
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX596 NOV 9, 2010 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 1Z4XX8969067249173
 REF 1:MAXIE BRUCE/CD/DMF
 REF 2:5027/RIFLE

HANDLING CHARGE 0.00			SVC 1/P USD
SINGLE-PIECE PUB RATE CHRG:			
DV 0.00	COU 0.00		RS 0.50
DC 0.00	DGD 0.00		SD 0.00
AH 0.00	PR 0.00		SP 0.00
TOT PUB CHG 9.45	PUB+HANDLING		9.45

BARBER - Kinzer PPS GAL RE 0010129

Maxie H. Bruce
Eaton Corporation
Senior Territory Sales and Service Manager
Roadranger Field Marketing
108 NE Timberidge
Waynesboro MS 39367
Cell: 601-433-4520
Fax: 269-342-7893
maxiehbruce@eaton.com



November 15, 2010

D. Fulcher
Remington Arms Company
870 Remington Dr.
Madison NC 27025

Dear Ms Fulcher,

I received your letter regarding reference #5027 as well as the prepaid UPS shipping label. Per your instructions, I am shipping my rifle to your factory this week.

I greatly appreciate your help.

Best Regards,

A handwritten signature in black ink, appearing to be "Maxie H. Bruce", with a long, wavy horizontal line extending to the right.

Maxie H. Bruce

BARBER - Kinzer PPS GAL RE 0010129

PS 12017